

SUMMARY

After working for 6 years in relationship management and administration with notable achievements and certified performance, I was able to surpass it with excellent results in IT while challenging myself in developing furthermore. Starting from 2013 I joined the IT world and I was able to join some of the most famous IT corporations, expanding my knowledge in various fields.

SKILLS

Languages

- **Romanian** – native language
- **English** – Fluent

Software

- SharePoint Administration (Online and On-Premises)
- HTML&CSS
- JavaScript
- SQL Server
- Linux (Ubuntu Server and Desktop, Slackware, Centos)
- Proxmox
- Icinga
- PowerShell Scripting
- Exchange Online
- Exchange Server
- Azure Active Directory
- Content Server 16.2
- Extended ECM for SAP Solutions
- Microsoft Office
- Office 365 Security and Compliance
- Windows Server
- Office 365
- Webreports
- Livereports
- Web servers (Tomcat, IIS, etc.)

Other

- Driving license, B Category

EXPERIENCE

January 2019 -

Manager – OpenText Content Server, *DELOITTE TEHNOLOGIE*

- Leading a team of 15 functional and technical consultants, and being involved in the development of their skills.
- Development of solutions according to customer needs, in close cooperation with the project manager.
- Development of custom solutions (WebReports, widgets, etc.) using HTML, CSS and JavaScript and SQL queries.
- Development and production of product demonstrations and feasibility studies for the respective customer requirements.
- Responsible for answering tenders, planning and execution of “proof of concepts” as well as coordination of supporting colleagues from different departments.
- Presentation of solutions at senior business level as well as in technically demanding interlocutors.
- Provide technical support responding to case service levels, effectively troubleshooting issues, providing issue resolution, and customer notification.
- Project follow up throughout the entire life cycle.
- Participate in technical and business workshops.
- Responsible for creation of project documentation a knowledge transfer session.
- Data migration.
- Support for OpenText infrastructure, servers and applications.
- Leading a team of 6 professionals (business analysts, consultants and senior consultants)
- Recruitment including Young Professionals
- Project allocation
- First point of escalation in case of performance topics
- Increase the local market visibility and eminence

Achievements:

- Passing 2 certifications in less than 3 months from joining the company.
- Successfully delivered my first project in less than 3 months from joining the company.
- Delivered over 6 projects in the first 6 months after hiring with great results and excellent feedback from customers.
- Developed internal GitLab knowledge sharing platform.

- Successfully coached and developed 6 business analysts.
- Became the manager of the team after 4 years of activity.

June 2017 –
January 2019

Support Escalation Engineer – EMEA O365 Security and Compliance TEAM, **MICROSOFT**

- Technical guidance in configuring different areas of the Security and Compliance Center (Data Loss Prevention policies, Retention policies, Labels, eDiscovery, Content Search, etc.);
- Technical guidance for platform administrations (SharePoint, OneDrive, Delve, Exchange Online);
- Investigating cases of compromised accounts based on the logs extracted from different workloads: Azure Active Directory, SharePoint Online, Exchange Online, etc;
- Providing action plans and technical guidance for compromised accounts in order to mitigate the risk;
- Solving technically complex problems related to the Security and Compliance Center, for productivity applications like SharePoint, OneDrive, Delve, etc., using advanced troubleshooting methods;
- Providing solutions to complex problems for our front-end team;
- Dealing with difficult situations including complaint handling, sensitive customers and mission critical support;
- Building customer and partner loyalty through customer orientation, responsiveness and accountability;
- Interacting with product development teams in order to improve overall customer experience;
- Responsible for product improvement by working closely with Product Engineering teams.

Achievements:

- Over 150 cases solved in less than 12 months on a new business area.
- Served customers from different industries with complex security breach investigations
- Successfully passing the Support Escalation Engineer assessment in less than 12 months.
- Customer satisfaction and customer obsession, certified by positive reviews received.
- Obtained advanced troubleshooting skills using tools like Merlin, PowerShell, MFCSmapi, ULS Log Viewer, SharePoint Client Browser, Kusto, etc.
- Successfully led over 10 bug-fixing cases for Security and Compliance products, which finalized with product improvements delivered to production environment.
- Became the central point for cross technology case escalations in the Security and Compliance team, being involved in several high importance cases on different technologies.

March 2017 – April 2017

IT Support Analyst - Microsoft SharePoint, **ARGGO SOFTWARE DEVELOPMENT AND CONSULTING**

- SharePoint online administration;
- Defining SharePoint Online site collections;
- Creating and managing SharePoint sites and sub-sites;
- Creating and managing SharePoint libraries, lists, calendars, etc.;
- Defining SharePoint groups and managing user permissions;
- Customizing SharePoint sites with SharePoint Designer;
- Integrating InfoPath forms in SharePoint form libraries;
- Regularly auditing SharePoint environment;
- Development of custom workflows based on Microsoft Flow and SharePoint Designer workflows;
- Linux Server configuration and managing Linux based servers;
- Basic Linux network administration and troubleshooting;
- Linux virtualization Proxmox based solution;
- Developing custom application based on BPM technology.

Achievements:

- Development of custom forms integrated with SharePoint Online.
- Development of several projects based on BPM for different areas of business.

October 2013 - 2017

IT Support Analyst - Microsoft SharePoint, **METAV S.A**

- Installing and configuring SharePoint 2013 Farm;
- Configuring SharePoint web applications;
- Defining SharePoint 2013 site collections;
- Creating and managing SharePoint sites and sub-sites;
- Creating and managing SharePoint libraries, lists, calendars, etc.;
- Defining SharePoint groups and managing user permissions;
- Customizing SharePoint sites with SharePoint Designer;
- Integrating InfoPath forms in SharePoint form libraries;
- Developing custom web parts using Visual Studio;
- Developing custom Business Intelligence sites;
- Managing and checking the overall server health and functionality;
- Monitoring SharePoint disk space usage through the built-in SharePoint reports for each site collection;
- Checking for operating system, SQL Server and SharePoint patches and cumulative updates;
- Regularly auditing SharePoint environment;
- Installing and integrating Office Web App server with SharePoint server;
- Installing and integrating Project Server with SharePoint server;

- Creating and managing public facing SharePoint sites and integrated them with SSL certificates;
- Basic IIS operations;
- Linux Server configuration and managing Linux based servers;
- Basic Linux network administration and troubleshooting;
- Linux virtualization Proxmox based solution;
- Active directory install and management;
- Exchange Server install and management;
- Contract negotiation with suppliers for several areas: mobile services, internet services, equipment acquisition
- Responsible for developing the annual acquisition plan and strategy
- Contract negotiation with customers for IT services and internet services
- Coordinating all processes regarding configuring new IT equipment
- Troubleshooting support for daily IT cases
- Responsible for obtaining ISO 27001 certification and for the annual renewal process.
- Internal auditor for ISO 27001

Achievements:

- Successfully upgrading from SharePoint 2010 to SharePoint 2013
- Developing 3 new SharePoint 2013 farms for more than 12 companies
- Successful migration from SharePoint 2013 to SharePoint 2016
- Implementation of monitoring system based on the Icinga2 platform for Linux based servers and Windows servers
 - Implementation of open source virtualization with high availability component based on Proxmox solution
- Developing approval forms through SharePoint InfoPath, SharePoint Designers Workflows and Microsoft Flow.

October 2009 –
October 2013

Accounting and Administrative Manager, **INFINIT SOLUTIONS**

- Responsible for managing all hands-on operational aspects of the company;
- Providing leadership, management and vision necessary to ensure that the company had the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organization and to ensure financial strength and operating efficiency.
- Responsible for all activities when the CFO & CEO is absent;
- Working closely with the CEO & CFO to develop and accomplish goals and strategic plans of the Company;
- Responsible for the measurement and effectiveness of all processes internal and external;
- Provide timely, accurate and complete reports on the operating condition of the Company;
- Responsible for capital planning and expenditures;

- Collaborating with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of the organization;
- Maintaining the relationship with the financial departments of clients and suppliers;
- Budget management for the campaigns developed by the company;
- Managing monthly budgets of expenses and revenues;
- Finding new sources for financing projects for the company.

Achievements:

- Developed and implemented all internal procedures.
- Maintained all expenses within targeted budget.
- Supervised all the financial process.

September 2007 – Relationship Manager Small Companies, **RAIFFEISEN BANK ROMANIA**
October 2009

- Acquiring new clients and managing relations with existing clients (target market: domestic companies with yearly turnover between 1 and 5 million EUR)
- Implementing the business policy of the bank with reference to the acquisition of new customers,
- Managing relationships with corporate customers belonging to own portfolio;
- Duly assisting clients in own portfolio with their every banking need;
- Marketing the full range of the bank's products and services, including cross selling to other group entities – leasing, private banking, retail;
- Acquiring new customers, drafting indicative offers for cash management/cash loans/factoring/ non-cash loans/project finance;
- Construct credit applications based on thorough qualitative, financial, and market analysis of a company, and responsible of sustaining the project to the relevant approval authority within the bank;
- Identifying and mitigating any potential risks in clients' business and loan projects that are considered viable at first glance;
- Establishing and maintaining long term relationships with the customers based on trust and respect, thus increasing client loyalty and improving the bank's reputation;

Achievements:

- Over 50 clients served;
- Over 3 million Euro turnover generated for Raiffeisen Bank;
- All monthly targets reached

EDUCATION

2019	Content server v16.2.4 Certified Business Consultant, OpenText Learning Services
2019	OpenText Extended ECM for SAP Solutions Foundation v16, OpenText Learning Services
2014	Internal Auditor ISO/IEC 27001:201, Rina Simtex
2007-2009	Master's degree , Audit: Concepts and practices at national and international level Academy of Economic Studies
2003-2007	Bachelor's degree , Financial-accounting information system Academy of Economic Studies